

November 7, 2014

Paul Denaro  
General Communications Corporation  
114 Cummings Park  
Woburn, MA 01801

Dear Paul,

ShoreTel is pleased to recognize General Communications Corporation for your outstanding achievement in customer loyalty for the 2014 Partner Year. ShoreTel measures customer loyalty and satisfaction using the globally recognized Net Promoter Score (NPS®) program.

Your NPS score surpasses what is considered world-class level of customer loyalty. Your consistent performance in delivering an exceptional all-around customer experience is a tribute to your dedication to our joint customers. It is partners like you who ensure customers are not only satisfied, but are loyal to ShoreTel and our products and services.

Congratulations on your outstanding achievement.

Sincerely,



Don Jos  
President and CEO